



City of Chelan Public Works  
Phone: 509-682-8030  
50 Chelan Falls Highway, Chelan, WA 98816

**Dear City of Chelan Utility Customer,**

The City has some exciting news for you:  
We will soon be implementing Curbside Recycling!



**What does this mean?**

In April, all residential customers will receive a new 96-gallon Blue Recycling Container (shown above). All commercial customers will receive either a 96 gallon or a 300-gallon container to best suit their needs.

This will make it easy for all of us to recycle, every day! No more trips to the Recycling Center (which will close shortly after the curbside program is implemented) saving gas, time and **a lot** of effort.

Although new and exciting, we know this change comes with many questions. Please see our answers below for some common questions. Please feel free to contact Public Works at (509) 682-8030 with any other inquiries or comments.

Thank you for your support and feedback as we move forward with this exciting new project. We're here to serve you!

**COMMON QUESTIONS AND ANSWERS**

**Q: Will this raise my monthly rates?**

**A:** Cost of curbside operations, covered by the closure of the Recycling Center, should not directly impact the rate. The City adopted a Rate Resolution in 2015 providing for incremental increases through 2019. Future rates may be subject to change based on the resale value of recycled materials and other economic factors.

**Q: When will the program start?**

**A:** Our target date to begin delivering the containers is the week of April 16, 2018, although this may vary.

**Q: How often will the containers be picked up?**

**A:** Residential accounts will be serviced every other week. If your container is not full, you may wait for your next designated pickup day. Commercial and business accounts will be serviced weekly.

**Q: How will I know my pickup days?**

**A:** The April utility bill will include a calendar with your scheduled pick up days and will also be available on the City's website.

**Q: What goes into the Recycling Container?**

**A:** The following goes into the recycling container:

- ✓ Cardboard
- ✓ Newspaper and magazines (no copy/mixed paper)
- ✓ Aluminum Cans
- ✓ Tin Cans
- ✓ Plastic #1 and #2 (bottles with necks)
- ✓ Small scrap metal items

**Q: What does NOT go into the Recycling Container?**

**A:** The following goes into the **TRASH**, not the recycling container:

- × Plastics other than bottles with necks
- × Loose paper of any kind such as copy/printer paper
- × **Glass of any kind**
- × Diapers
- × Pet waste
- × CD's and CD cases
- × Styrofoam materials including packing peanuts, food trays, cups

**Q: What happens if I put non-recyclables in the Recycling Container?**

**A:** This will significantly increase the cost to process the materials and may result in future monthly rate increases to cover the additional cost.

**Q: Why are fewer items recyclable than before?**

**A:** The City is striving to hold down rates to the customer and maximize return on the materials we collect. Due to recent major changes in the resale market - glass, mixed paper and plastics (other than those types listed above) will **increase** the cost to the City recycling program. This could lead to outright rejection of our collected materials by the processors. If the market changes, the City will accept a wider range of materials.

**The changes in accepted materials has nothing to do with the curbside program.** These same changes would have occurred if the City had continued to operate the recycling center.

Again, please feel free to contact us with questions. Thank you!